

Dominion Retail, Inc.  
P.O. Box 298, Pittsburgh, PA 15230-9455  
Web Address: www.dom.com



February 12, 2007

Valencia Condo Association  
5842 N. Wayne Ave.  
Chicago, IL 60605

Dear Ms. Papadimitriu:

Per our telephone conversation on Friday, February 9<sup>th</sup>, 2007, I have agreed to send a letter of apology for the administrative error in our Collection Department that occurred on your account with Dominion Retail.

Dominion Retail is in receipt of your payment of \$3,215.49(check number 1456). This payment was posted to your account on 11/14/06. Your account with Dominion Retail #2500017183287 is paid in full.

Your account was submitted to our collection agency (CBCS) on 11/13/06. Due to an error on Dominion Retail's part, CBCS was not notified of your payment on 11/14/06.

The Valencia Condo Association's account has been closed with the collection agency and you should receive no further contact from them after the date of this letter.

Dominion Retail apologizes for any inconvenience that this matter may have caused you. I will continue to work with the ICC and Peoples Gas in an attempt to equitably resolve your remaining issues.

Sincerely,

Todd Shaw  
Call Center Supervisor  
Dominion Retail

## Papadimitriu, Katie

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**From:** Papadimitriu, Katie  
**Sent:** Monday, February 05, 2007 12:50 PM  
**To:** Agnew, James  
**Cc:** David Schulz; jsoderna@citizensutilityboard.org  
**Subject:** Peoples is too busy

Jim,

Hope you had a great weekend. First, thanks for all of your assistance with our association's disputes.

A Peoples representative (Mr. Reardon) rang me to review our dispute(s) with Peoples. Mr. Reardon was polite, candid, and somewhat contrite.

He confirmed that Peoples accepted our account transfer (he said 21 Feb. 2006). He stated that Peoples mailed a notice to us that confirmed Peoples' acceptance of our transfer. Since we never received said notice, he is faxing a "duplicate" copy to my attention.

He also confirmed that our account should have transferred on our next meter read, which was 24 March 2006. He also confirmed our numerous requests / inquiries for our bills as well as transfer status. He confirmed that we called in monthly meter readings on 03 Jan. 2006, 24 Jan. 2006, and 24 March 2006; our January readings were lower than Peoples estimates and our March 2006 reading was slightly higher than Peoples estimate. Nonetheless, the Peoples representative confirmed that all three readings SHOULD HAVE triggered Peoples personnel reviews of our account. He confirmed that none did so. He stated that our inquiries and transfer requests SHOULD HAVE triggered Peoples personnel reviews of our account. He also confirmed that Peoples billing system prepared bi-monthly bills but never sent them.

He believes that the \$326.11 credit (applied 18 Dec. 2006) to our account rendered us whole. Specifically, he believes that all of the credits & debits created by the Dec. - May 2006 rebills (caused by the deltas between our meter readings & Peoples estimates) were reflected in our May 2006 bill.

He is faxing copies of the bills that we never received for our review.

I told him that the only reason that our account was transferred back to Peoples was because I stepped outside of the normal customer service processes. I asked him to explain why this process has taken twelve (12) months; I asked him how much time it would have taken to resolve these issues within the normal customer service process. He stated that Peoples' Choices for You division is very busy and, for whatever reasons, our account "fell through the cracks." When I pointed out that Peoples averred that they would implement triggers, safeguards, and other controls to minimise these "cracks," all he could do was agree.

So I guess Peoples finally provided an explanation for our 5-month saga: they're just too busy.

Still no word from Dominion - other than from the collections agency's efforts to frighten us into paying for a balance that we paid more than three (3) months ago (and a check that Dominion cashed more than two (2) months ago.

We'll review the materials that Mr. Reardon sends over. I need to confirm with my other association members, but I'm not sure that "we were too busy to process your transfer" is an acceptable excuse - especially when one considers that we contacted Peoples-Dominion more than a dozen times to do so.

Your advice is always welcome and much appreciated.

Will be in touch.

kt

November 1, 2006

**Via Certified Mail**

Dominion Retail, Inc.

**Re:   *Natural Gas Service to Valencia Condo Association,  
5842 N. Wayne, Chicago, Illinois 60660  
Account Number: 2 5000 1718 3287***

**Notice of Dispute Invoice**

Dear Dominion Retail, Inc.:

This letter shall serve as formal notice from Valencia Condo Association ("Valencia") that we are disputing the alleged past due amount of \$3,215.49 that was contained in letter from CBCS on behalf of Dominion Retail, Inc. ("Dominion") dated October 10, 2006 regarding the above-referenced account number. Therefore, Valencia is submitting payment **under protest** in the amount of \$3,215.49.

In addition, as will be discussed in greater detail below, Valencia requests a full and complete accounting of certain outstanding billing issues related to our account. At this time, Valencia contends that Dominion has failed to properly issue a credit in the amount of \$1,896.95 to the above-referenced account number. In addition, Valencia contends that it should not be responsible for any charges assessed by Dominion after February 20, 2006 – the date upon which the above-referenced account was transferred back to service with Peoples Gas Light & Coke Company ("Peoples").

**Unless this matter is fully resolved within ten (10) business days, Valencia plans to pursue its legal remedies, including the submission of a complaint to the Illinois Commerce Commission ("ICC") as well as notifying the Citizens Utility Board, Illinois Attorney General, Cook County State's Attorney's Office, the City of Chicago, and the Better Business Bureau.**

**Background Facts**

As early as 2001, Valencia commenced service with NICOR Energy LLC ("Nicor Energy") pursuant to the Choices for You program offered by Peoples. The gas service was for heating Valencia's common building areas as well as the fourteen (14) individual condominium units. Beginning with our April 2003 billing cycle, Dominion bought our contract from Nicor Energy and began serving Valencia pursuant to Peoples' Choices for

You program. Pursuant to our service with Dominion and the applicable tariffs of Peoples, Peoples issued an invoice on behalf of Dominion that contained both the Dominion commodity charges and Peoples' delivery charges.

Valencia received a notice from Dominion dated August 4, 2004, in which Dominion advised us that, effective November 1, 2004, our new gas cost would be based on the Chicago Index Natural Gas Intelligence (NGI) + \$0.081 per therm. The letter further stated that this price would be in effect until October 31, 2005 and would continue thereafter on a month-to-month basis. Dominion averred that all other terms and conditions of Valencia's agreement would remain unchanged and reminded us that we could cancel service with Dominion at any time without penalty.

In December 2005, Valencia received an invoice for natural gas service in the amount of \$2,727.71. Valencia paid this amount in full on or about January 15, 2006. For the next five months, until May 2006, Valencia did not receive an invoice from either Dominion or Peoples.

On February 17, 2006, Katie Papadimitriu, acting on Valencia's behalf, contacted Dominion to cancel our Dominion service and transfer back to Peoples. After spending 37 minutes on hold, Ms. Papadimitriu spoke with a Dominion customer service representative ("CSR"), who confirmed that Valencia could cancel our contract without penalty (at least Dominion would not assess us an "exit" fee or such) but could not confirm that Peoples would not assess us a fee to reconnect to system service. The CSR could not think of anyone, including her supervisor, at Dominion who could affirmatively answer my question.

The CSR confirmed that she would electronically notify Peoples of our intent to return to system service. She further stated that, upon receipt, Peoples will respond to us, in writing (via U.S. mail), within fourteen (14) business days to confirm our return to system service as well as the start date of said return. The CSR did not know the frequency with which Dominion sent customer account drop information to Peoples. The CSR did not think that her supervisor would know, either. Ms. Papadimitriu had to ask three (3) different ways for a confirmation number for our account cancellation (#1120275927022003). According to the CSR, this confirmation number apparently "confirmed" Valencia's formal request to cancel service from Dominion and return to Peoples Gas system service.

Ms. Papadimitriu requested Valencia's account history, which the CSR stated would be sent via U.S. mail. Ms. Papadimitriu also instructed the CSR to close out Valencia's account and send us a final bill for services rendered. Lastly, after Dominion received Valencia's payment, Ms. Papadimitriu asked for a written release notice from Dominion.

On February 17, 2006, after speaking with the Dominion CSR, Ms. Papadimitriu rang Peoples to inform them of Valencia's intent to return to Peoples service. The Peoples representative stated that she could not do anything until Peoples received Dominion's customer account drop notice. Ms. Papadimitriu requested Valencia's account history

from Peoples, which the Peoples representative stated we should receive within fourteen business days via U.S. mail.

From February 17, 2006, when Ms. Papadimitriu formally instructed Dominion to return Valencia to Peoples system service, until June 2, 2006, when Valencia received its first bill for 2006 service, Valencia received zero (0) written, electronic, or phone communications from either Dominion or Peoples. Specifically, Valencia did NOT receive a notice from Peoples' confirmation of our return to system service. Valencia did NOT receive bill history summaries from either Dominion or Peoples. Valencia did NOT receive a bill from Dominion or Peoples for gas services already rendered.

In fact, the first bill that Valencia received from either Dominion or Peoples for service in 2006 was on or about June 2, 2006, for our May 2006 Invoice, which did NOT reflect our request to return to Peoples. The May 2006 Invoice was in the amount of \$3,215.49. According to the May 2006 Invoice, the \$3,215.49 purported to cover service from December 2005 through May 2006. The May 2006 Invoice also contained an unapplied credit in the amount of \$1,896.65 ("Credit Amount") for a previous balance. The May 2006 Invoice indicated that, despite our request to return to Peoples, Dominion continued to serve Valencia.

On June 16, 2006, Ms. Papadimitriu called Dominion to ascertain why Valencia was still receiving Dominion's service. This CSR confirmed that Ms. Papadimitriu had instructed Dominion to return Valencia to Peoples on February 17, 2006. According to this CSR, Peoples accepted Dominion's drop notice of Valencia's account on February 20, 2006.

Since Dominion failed to return Valencia to Peoples in February 2006, Ms. Papadimitriu reiterated Valencia's desire to return to Peoples gas service. The CSR could not accept Valencia's termination, however, because, according to Dominion's records, our account was transferred back to Peoples on February 20, 2006. A Dominion supervisor was unavailable to speak with Ms. Papadimitriu, so she asked the CSR to mail our account summary (again). Lastly, the CSR promised Ms. Papadimitriu that a supervisor would review Valencia's account history and ring her to discuss our account as well as explain why Dominion required more than three (3) billing cycles to transfer Valencia back to Peoples. The Dominion supervisor was supposed to ring Ms. Papadimitriu within two (2) business days.

Also on June 16, 2006, Ms. Papadimitriu called Peoples to request (again) Valencia's account history. The Peoples representative confirmed that Peoples accepted Valencia's return to Peoples system service on February 20, 2006. The Peoples representative averred that we would receive our history within fourteen (14) business days.

Valencia received no materials from either Dominion or Peoples. Moreover, no Dominion supervisor called Ms. Papadimitriu to discuss Valencia's account and billing issues, as promised.

Since Valencia was unable to reconcile either the \$3,215.49 outstanding balance on the May 2006 Invoice as for 5 months of service or the \$1,896.65 Credit Amount, Ms. Papadimitriu asked Peoples for assistance. As a result, Ms. Papadimitriu was provided with a "duplicate" April 2006 bill as well as a bill history for the Account. Valencia never received an original invoice for the billing months of December, January, February, March, and April. This April 2006 bill purported to "explain" the \$1,896.65 credit that appeared on the May 2006 Invoice. To the best of Valencia's knowledge, the \$1,896.65 Credit Amount was never applied to the May 2006 Invoice.

On June 23, 2006, Ms. Papadimitriu called Peoples Manager of State Regulatory Affairs ("Peoples manager") to see if he could assist Valencia's four-month effort to leave Dominion service and return to Peoples. The Peoples manager promised to ascertain the status of our return and billing issues and also promised to provide Valencia's account summary, which he did, on June 30, 2006.

On July 12, 2006, Ms. Papadimitriu asked the same Peoples manager, via voicemail message and email, for additional information regarding our May 2006 Invoice. Additionally, Ms. Papadimitriu asked him to explain why Peoples did not implement our drop from Dominion's service (and back to Peoples) even though Dominion's records indicate that Peoples accepted Valencia's account drop notice on February 20, 2006. Lastly, Ms. Papadimitriu pointed out that Peoples had been estimating Valencia's usage since our Nov. 2004 meter read. Quoting the Illinois Commerce Commission's Code Part 500, Ms. Papadimitriu asked him to actually schedule a physical meter read and meter calibration.

On July 12, 2006, the Peoples manager acknowledged receipt of Valencia's requests and said he would review the billing issues and attempt to resolve our issues with Dominion. Valencia received an automated message from Peoples to schedule an appointment for Peoples to install an AMR device on Valencia's gas meter on July 14, 2006. When we called Peoples to schedule said appointment, we could not get past the Peoples phone tree. Peoples did not show up to install the AMR meter on July 14, 2006.

On July 17, 2006, Ms. Papadimitriu emailed the Peoples manager to inform him that we were unable to reach Peoples to schedule our AMR appointment. He apologized and arranged for Peoples to install the AMR device on July 18, 2006, at which time Peoples installed the AMR device.

On August 17, 2006, Ms. Papadimitriu again spoke with the Peoples manager and a Peoples Transportation employee about Valencia's billing issues. Peoples admitted to Valencia that the last actual meter read was conducted on November 29, 2004. From Nov. 29, 2004 to July 18, 2006, a period of roughly 20 months, Peoples did not make a single actual meter reading. When pressed for documentation to explain the \$1,896.65 credit on the May 2006 Invoice, the Peoples Transportation employee stated that said documentation was "on the April bill." When Ms. Papadimitriu pointed out that Valencia never received an "April bill," the Peoples Transportation employee promised to send a "duplicate" copy to Valencia.

On September 1, 2006, the Peoples Transportation employee emailed a copy of the "April bill" to Ms. Papadimitriu's attention. The Peoples Transportation employee also provided additional account information.

On September 13, 2006, Ms. Papadimitriu spoke again with the Peoples manager about the status of Valencia's billing issues while we waited for an ICC meeting to begin.

On September 18, 2006, Ms. Papadimitriu again contacted the Peoples manager about the status of Valencia's billing issues. On September 19, 2006, he indicated that he was still negotiating resolution with Dominion. On September 21, 2006, he stated that Dominion would not accept any negotiated settlement of Valencia's billing issues.

#### **Potential Violations of the Act and the Rules of the ICC**

Dominion has engaged in no less than five (5) potential violations of the Act, the Rules of the ICC, or applicable tariffs.

First, Section 19-115(f)(3)(A) of the Illinois Public Utilities Act ("Act") requires alternative gas suppliers to provide "accurate, timely, and itemized billing statements that describe the products and services provided to the customer and their prices and that specify the gas consumption amount and any service charges and taxes." **For the reasons stated above, Dominion has violated this Section of the Act.**

Second, Dominion has violated the ICC's Code Part 280.80, which sets forth rules for estimated bills. Specifically, utilities are required to make an actual meter reading at least every second billing period and no utility may consecutively estimate a customer's bill unless the procedure used by the utility to calculate estimated bills has been approved by the Commission and the word "estimate" appears on the bill. Valencia did not receive a bill for the period between our December 2005 (*this was also an estimated read*) and May 2006. As such, the word "estimate" was not imprinted on the bill. There was no bill.

Third, Dominion has violated Peoples' Standards of Conduct for the Choices for You Program, as found in Section J of Peoples' Rider AGG. (See Rider AGG, Fifth Revised Sheet No. 162.)

Fourth, Dominion has violated Peoples' Rider SVT - Small Volume Customer Transportation Service, which states that "A customer electing to terminate service under this rider must contact their elected SVT Supplier. The effective date of termination shall be the first day of the customer's next Billing Cycle following the date the SVT Supplier notifies the Company of the intended termination." (See page 4 of Peoples Rider SVT Small Volume Customer Transportation Service, Applicable to Service Classification Nos. 1 and 2).

Fifth, Dominion has violated Section D of Peoples Rider SVT, which states that "Customers shall receive a bill from the Company for charges defined in Section C of this rider; provided, if the customer is receiving third party billing, the Company shall send such bills or billing information to the customer's SVT Supplier..." (See page 6 of Peoples Rider SVT Small Volume Customer Transportation Service, Applicable to Service Classification Nos. 1 and 2). For the period between Jan. 2006 and May 2006, Valencia did not receive a single bill from Peoples, who was providing utility consolidated billing services for Dominion.

**Conclusion**

Valencia requests a full and complete accounting, by month, including charges and credits for the amounts that Dominion and Peoples have invoiced Valencia for the period between December 2005 and July 18, 2006. As part of this full and complete accounting, Peoples and Dominion must provide Valencia with copies of separate monthly invoices for the period of December 2005 to the present. **Unless this matter is fully resolved within ten (10) business days, as discussed above, Valencia plans to pursue its legal remedies.**

If you have any questions, please feel free to contact Ms. Papadimitriu (phone 312-446-0455), who, as a part owner of the association, has been given full authority by the Valencia Condominium Association Board of Directors to resolve this dispute.

Sincerely,

David A. Schulz, Treasurer  
Valencia Condominium Association  
5842 North Wayne Avenue  
Chicago, Illinois 60660



PO BOX 165025  
COLUMBUS, OH 43216-5025



ADDRESS SERVICE REQUESTED



#BWNDVFW PA  
#240628213433#  
VALENCIA CONDOASSOCIATION  
5842 N WAYNE AVENUE  
CHICAGO, IL 60660-3467

4155 - 17



October 19, 2006

Amount Due: \$3,215.49

Client Name: Dominion Retail  
Client Account#: 2500017183287

Account Balance: \$3,215.49

Dear VALENCIA CONDOASSOCIATION,

When you did not respond to Dominion Retail to resolve your past due account, they notified our office of your delinquency.

Dominion Retail can legally instruct the Credit Bureau to include this delinquency in your personal credit record where it stays for such time as allowed by state and federal law.

We urge you to respond. Using the perforated statement below, send in your payment or contact Dominion Retail at (866) 589-7036 to review options for resolving the past due amount.

Unless you dispute the validity of the debt or any portion of it, within 30 days after you receive this notice, we will assume this debt is valid. If you notify us in writing within 30 days after you receive this notice, we will obtain and mail to you proof of the debt or a copy of a judgment. Also, upon your written request within 30 days after you receive this notice, we will give you the original creditor's name and address if different from the current creditor. This communication from a debt collector is an attempt to collect a debt, and any information obtained will be used for that purpose.

SEE REVERSE SIDE FOR IMPORTANT INFORMATION

VALENCIA CONDOASSOCIATION  
5842 N WAYNE AVENUE  
CHICAGO, IL 60660-3467

RETURN THIS PORTION WITH YOUR PAYMENT

PA

Dominion Retail  
Account #: 2500017183287  
Balance: \$3,215.49

Make Payment To:

Dominion Retail  
PO BOX 298  
PITTSBURGH, PA 15230

2406282134300321549

4155 - 17

6/30/06  
11:40 am

To:

Katia PAPA

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From:

Sammy Scopella

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# PEOPLES ENERGY

6/23/2006

Re: 5842 N WAYNE AVE BLDG

DAVID SCHULZ  
5842 N WAYNE AVE  
CHICAGO IL 60660

Dear Customer:

Below is the bill history for account #2500017183287, for the dates you requested. This statement displays the current status of all bills.

Read Date	Bill Days	Read Type	Therms	Bill Amount
05/24/2006	30	Estimate	484.63	\$167.76
04/24/2006	28	Estimate	490.72	\$168.96
03/27/2006	33	Estimate	1,091.12	\$311.75
02/22/2006	29	Estimate	1,113.45	\$317.07
01/24/2006	28	Estimate	834.90	\$250.69
12/27/2005	35	Estimate	707.70	\$220.09
11/22/2005	29	Estimate	806.77	\$243.80
10/24/2005	32	Estimate	524.19	\$175.79
09/22/2005	30	Estimate	265.63	\$114.15
08/23/2005	29	Estimate	256.54	\$112.05
07/25/2005	32	Estimate	282.80	\$118.19
06/23/2005	30	Estimate	265.63	\$113.97
05/24/2005	29	Estimate	471.67	\$162.66

Sincerely,

Customer Care Department

\* Represents the dollar amount charged for a specific billing period. This amount includes customer charges, distribution charges, environment activity charges, gas charges and taxes. It does not include service activation, reconnection, late payment and miscellaneous charges.

Bill Date	Account Number	Payment Due Date	Amount Due
05/30/2006	2 5000 1718 3287	06/14/2006	\$3,215.49

Name Valencia Condo Association  
Service Address 5842 N Wayne Ave Bldg  
Chicago IL 60660-3467  
Service Classification Rate 2 - Rider SVT - Heating

#### Activity Since Last Bill

Previous Balance - \$1,896.65  
Credit - \$1,896.65

#### Delivery Charge

Customer Charge \$26.50  
First 100 Therms \$34.11  
Over 100 Therms \$50.69  
\$111.30

Environmental Charge \$0.1970x 484.63 Therms = \$9.66

#### Taxes

Chicago Municipal Tax \$120.85x 8.24 % = \$9.96  
Chicago Gas Use Tax \$0.052x 484.63 Therms = \$25.20  
State Tax \$120.85x 0.10 % = \$0.12  
State Gas Use Tax \$0.024x 484.63 Therms = \$11.63  
\$46.91

Total Current Charges \$167.76

#### Other Charges

Supplier Charges \$3,895.91  
\$3,895.91

Amount Due - Previous Page(s) \$1,048.47

AMOUNT DUE **\$3,215.49**

#### Messages

To pay your gas bill by credit card, call 1-866-295-0086. A convenience fee will apply.

Peoples Gas  
130 E Randolph Dr - Chicago IL 60601

Customer Inquiries 1-866-556-6006  
Emergencies 1-866-556-6002  
En Español 1-866-556-6003  
TDD Line 1-866-556-6007

#### Current Usage

Billing Period From 04-24-06 To 05-24-06 30 days

#### Meter Reading

Meter Number P1585812  
Current Estimate 61400 06-24-06  
Previous Estimate 60923 04-24-06  
Difference 477 (100 Cubic Feet)

#### Therm Conversion

477 x 1.016 BTU Factor = 484.63 Therms

#### Average Daily

	May 2006	May 2006
Therms Used	16.26	16.16
Temperature	64 F	64 F

See back of bill for definitions of terms used on this bill.

## Duplicate Bill

Your service is provided by Peoples Gas, a subsidiary of Peoples Energy Corporation. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

ACCOUNT NUMBER: 2 5000 1718 3287

Please Pay By **06/14/2006**  
Please write your account number on your check.

#### Amount Due

**\$3,215.49**

#### Amount Enclosed

CAR-RT SORT \*\*C069

VALENCIA CONDO ASSOCIATION  
C/O DAVID SCHULZ  
5842 N WAYNE AVE  
CHICAGO IL 60660-3467

PEOPLES ENERGY  
CHICAGO IL 60687-0001

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Emergencies 1-866-556-6002  
Customer Inquiries 1-866-556-6006

Questions about this page of your bill? Contact  
the supplier listed below.

Bill Date	Account Number	Payment Due Date	Amount Due
05/30/2006	2 5000 1718 3287	06/14/2006	\$3,215.49

Name Valencia Condo Association

**Summary of Supplier Charges**

Administrative Fee \$24.76  
Gas Commodity Charge \$3,871.16

Subtotal Supplier Charges \$3,895.91

**Choices For You**

DOMINION RETAIL, INC.  
Customer Inquiries 1-800-260-7297  
WWW.DOM.COM

**Supplier Messages**

**Duplicate Bill**

Peoples Gas  
130 E Randolph Dr - Chicago IL 60601

Customer Inquiries 1-866-556-6006  
Emergencies 1-866-556-6002  
En Español 1-866-556-6003  
TDD Line 1-866-556-6007

**Current Usage**

Billing Period From 03-27-06 To 04-24-06 28 days

**Meter Reading**

Meter Number P1585812

Current Estimate 60923 04-24-06

Previous Estimate 60440 03-27-06

Difference 483 (100 Cubic Feet)

**Therm Conversion**

483 x 1.016 BTU Factor = 490.72 Therms

**Average Daily**

Therms Used Apr 2005 18.72

Temperature 52 F

**Apr 2006**

17.53

52 F

Name Valencia Condo Association  
Service Address 5842 N Wayne Ave Bldg  
Chicago IL 60660-3467  
Service Classification Rate 2 - Rider SVT - Heating

**Delivery Charge**

Customer Charge \$26.50

First 100 Therms \$34.11

Over 100 Therms \$51.50

\$112.11

Environmental Charge \$9.42

**Taxes**

Chicago Municipal Tax \$10.01

Chicago Gas Use Tax \$25.52

State Tax \$0.12

State Gas Use Tax \$11.78

\$47.43

Total Current Charges \$168.96

**Messages**

To pay your gas bill by credit card, call 1-866-295-0086. A convenience fee will apply.

**Duplicate Bill**

Your service is provided by Peoples Gas, a subsidiary of Peoples Energy Corporation. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

Name Valencia Condo Association  
Service Address 5842 N Wayne Ave Bldg  
Chicago IL 60660-3467  
Service Classification Rate 2 - Rider SVT - Heating

Delivery Charge  
Customer Charge \$26.50  
First 100 Therms \$34.107 x 100.00 Therms = \$34.11  
Over 100 Therms \$13180 x 991.12 Therms = \$130.63  
\$191.24

Environmental Charge \$01830 x 1,091.12 Therms = \$19.97

Taxes  
Chicago Municipal Tax \$211.21 x 8.24 % = \$17.40  
Chicago Gas Use Tax \$.052 x 1,091.12 Therms = \$56.74  
State Tax \$211.21 x 0.10 % = \$0.21  
State Gas Use Tax \$.024 x 1,091.12 Therms = \$26.19  
\$100.54

Total Current Charges \$311.75

### Messages

To pay your gas bill by credit card, call 1-866-295-0086. A convenience fee will apply.

Peoples Gas  
130 E Randolph Dr - Chicago IL 60601

Customer Inquiries 1-866-556-6006  
Emergencies 1-866-556-6002  
En Español 1-866-556-6003  
TDD Line 1-866-556-6007

Current Usage  
Billing Period From 02-22-06 To 03-27-06 33 days

Meter Reading  
Meter Number P1585812  
Current Estimate 60440 03-27-06  
Previous Estimate 59365 02-22-06  
Difference 1075 (100 Cubic Feet)

Therm Conversion  
1075 x 1.016 BTU Factor = 1,091.12 Therms

Average Daily	Mar 2005	Mar 2006
Therms Used	32.29	33.06
Temperature	32 F	35 F

## Duplicate Bill

Your service is provided by Peoples Gas, a subsidiary of Peoples Energy Corporation. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

Peoples Gas  
130 E Randolph Dr - Chicago IL 60601

Customer Inquiries 1-866-556-6006  
Emergencies 1-866-556-6002  
En Español 1-866-556-6003  
TDD Line 1-866-556-6007

#### Current Usage

Billing Period From 01-24-06 To 02-22-06 29 days

#### Meter Reading

Meter Number P1585812

Current Estimate 59365 02-22-06

Previous Customer 58268 01-24-06

Difference 1087 (100 Cubic Feet)

#### Therm Conversion

1097 x 1.016 BTU Factor = 1,113.46 Therms

#### Average Daily

	Feb 2005	Feb 2006
Therms Used	47.17	38.40
Temperature	30 F	30 F

Name Valencia Condo Association  
Service Address 5842 N Wayne Ave Bldg  
Chicago IL 60660-3467  
Service Classification Rate 2 - Rider SVT - Heating

#### Delivery Charge

Customer Charge \$26.60

First 100 Therms \$34.11

Over 100 Therms \$131.80 x 1,013.45 Therms = \$133.67

\$194.18

Environmental Charge \$0.1830 x 1,113.45 Therms = \$20.38

#### Taxes

Chicago Municipal Tax \$214.56 x 8.24 % = \$17.68

Chicago Gas Use Tax \$.052 x 1,113.45 Therms = \$57.90

State Tax \$214.56 x 0.10 % = \$0.21

State Gas Use Tax \$.024 x 1,113.45 Therms = \$26.72

\$102.51

Total Current Charges \$317.07

#### Messages

To pay your gas bill by credit card, call 1-866-295-0086. A convenience fee will apply.

# Duplicate Bill

Your service is provided by Peoples Gas, a subsidiary of Peoples Energy Corporation. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.



Bill Status	Item Status	Bill Date	Meter Number	Read Code	Read Date	Meter Reading	Constant	Pressure Correction Factor	CCF	BTU Factor
BILLED	ACTIVE	05/30/2006	P1585812	SYSTEM EST	05/24/2006	61400	1	1.0000	477.0000	1.01600
BILLED	ACTIVE	05/30/2006	P1585812	SYSTEM EST	04/24/2006	60923	1	1.0000	483.0000	1.01600
BILLED	ACTIVE	05/30/2006	P1585812	SYSTEM EST	03/27/2006	60440	1	1.0000	88.0000	1.01500
BILLED	ACTIVE	05/30/2006	P1585812	CALL-IN	03/24/2006	60352	1	1.0000	987.0000	1.01500
BILLED	ACTIVE	05/30/2006	P1585812	SYSTEM EST	02/22/2006	59365	1	1.0000	1,097.0000	1.01500
BILLED	ACTIVE	05/30/2006	P1585812	SYSTEM EST	01/24/2006	58268	1	1.0000	0.0000	1.01200
BILLED	ACTIVE	05/30/2006	P1585812	CUST READ	01/24/2006	58268	1	1.0000	710.0000	1.01200
BILLED	ACTIVE	05/30/2006	P1585812	CUST READ	01/03/2006	57558	1	1.0000	115.0000	1.01200
BILLED	ACTIVE	04/28/2006	P1585812	CO EST	12/27/2005	57443	1	1.0000	700.0000	1.01100
BILLED	BACKOUT	04/28/2006	P1585812	SYSTEM EST	12/27/2005	58637	1	1.0000	1,894.0000	1.01100
BILLED	CANCELLED	12/29/2005	P1585812	SYSTEM EST	12/27/2005	58637	1	1.0000	1,894.0000	1.01100
BILLED	ACTIVE	11/29/2005	P1585812	SYSTEM EST	11/22/2005	56743	1	1.0000	798.0000	1.01100
BILLED	ACTIVE	10/27/2005	P1585812	SYSTEM EST	10/24/2005	55945	1	1.0000	519.0000	1.01000
BILLED	ACTIVE	09/27/2005	P1585812	SYSTEM EST	09/22/2005	55426	1	1.0000	263.0000	1.01000
BILLED	ACTIVE	08/26/2005	P1585812	SYSTEM EST	08/23/2005	55163	1	1.0000	254.0000	1.01000
BILLED	ACTIVE	07/28/2005	P1585812	SYSTEM EST	07/25/2005	54909	1	1.0000	280.0000	1.01000
BILLED	ACTIVE	06/28/2005	P1585812	SYSTEM EST	06/23/2005	54629	1	1.0000	263.0000	1.01000
BILLED	ACTIVE	05/27/2005	P1585812	SYSTEM EST	05/24/2005	54366	1	1.0000	467.0000	1.01000
BILLED	ACTIVE	04/28/2005	P1585812	SYSTEM EST	04/25/2005	53899	1	1.0000	593.0000	1.01000
BILLED	ACTIVE	03/29/2005	P1585812	SYSTEM EST	03/24/2005	53306	1	1.0000	959.0000	1.01000
BILLED	ACTIVE	02/25/2005	P1585812	SYSTEM EST	02/22/2005	52347	1	1.0000	1,353.0000	1.01100
BILLED	ACTIVE	01/27/2005	P1585812	SYSTEM EST	01/24/2005	50994	1	1.0000	1,696.0000	1.01200
BILLED	ACTIVE	12/28/2004	P1585812	SYSTEM EST	12/22/2004	49298	1	1.0000	1,354.0000	1.01200
BILLED	ACTIVE	11/29/2004	P1585812	ACTUAL	11/22/2004	47944	1	1.0000	58.0000	1.01200
BILLED	ACTIVE	11/29/2004	P1585812	SYSTEM EST	10/21/2004	47886	1	1.0000	42.0000	1.01200
BILLED	BACKOUT	11/29/2004	P1585812	SYSTEM EST	10/21/2004	48398	1	1.0000	554.0000	1.01200
BILLED	CANCELLED	10/26/2004	P1585812	SYSTEM EST	10/21/2004	48398	1	1.0000	554.0000	1.01200
BILLED	ACTIVE	09/27/2004	P1585812	SYSTEM EST	09/22/2004	47844	1	1.0000	263.0000	1.01200
BILLED	ACTIVE	08/26/2004	P1585812	SYSTEM EST	08/23/2004	47581	1	1.0000	280.0000	1.01200
BILLED	ACTIVE	07/27/2004	P1585812	SYSTEM EST	07/22/2004	47301	1	1.0000	254.0000	1.01200
BILLED	ACTIVE	06/28/2004	P1585812	SYSTEM EST	06/23/2004	47047	1	1.0000	263.0000	1.01200
BILLED	ACTIVE	05/27/2004	P1585812	SYSTEM EST	05/24/2004	46784	1	1.0000	459.0000	1.01300
BILLED	ACTIVE	04/27/2004	P1585812	SYSTEM EST	04/22/2004	46325	1	1.0000	560.0000	1.01400
BILLED	ACTIVE	03/29/2004	P1585812	SYSTEM EST	03/24/2004	45765	1	1.0000	832.0000	1.01500
BILLED	ACTIVE	02/26/2004	P1585812	SYSTEM EST	02/23/2004	44933	1	1.0000	1,848.0000	1.01500
BILLED	ACTIVE	01/27/2004	P1585812	SYSTEM EST	01/22/2004	43085	1	1.0000	1,471.0000	1.01500
BILLED	ACTIVE	12/29/2003	P1585812	SYSTEM EST	12/23/2003	41614	1	1.0000	1,444.0000	1.01600
BILLED	ACTIVE	11/25/2003	P1585812	SYSTEM EST	11/20/2003	40170	1	1.0000	899.0000	1.01600
BILLED	ACTIVE	11/25/2003	P1585812	ACTUAL	10/18/2003	39271	1	1.0000	233.0000	1.01600
BILLED	BACKOUT	11/25/2003	P1585812	SYSTEM EST	09/22/2003	39572	1	1.0000	280.0000	1.01600
BILLED	BACKOUT	11/25/2003	P1585812	SYSTEM EST	08/21/2003	39292	1	1.0000	254.0000	1.01700
BILLED	CANCELLED	09/25/2003	P1585812	SYSTEM EST	09/22/2003	39572	1	1.0000	280.0000	1.01600
BILLED	CANCELLED	08/26/2003	P1585812	SYSTEM EST	08/21/2003	39292	1	1.0000	254.0000	1.01700
BILLED	ACTIVE	07/28/2003	P1585812	SYSTEM EST	07/23/2003	39038	1	1.0000	263.0000	1.01700
BILLED	ACTIVE	06/26/2003	P1585812	SYSTEM EST	06/23/2003	38775	1	1.0000	280.0000	1.01700
BILLED	ACTIVE	05/28/2003	P1585812	SYSTEM EST	05/22/2003	38495	1	1.0000	560.0000	1.01700
BILLED	ACTIVE	04/28/2003	P1585812	SYSTEM EST	04/23/2003	37935	1	1.0000	886.0000	1.01600
BILLED	ACTIVE	03/31/2003	P1585812	SYSTEM EST	03/25/2003	37049	1	1.0000	1,306.0000	1.01600
BILLED	ACTIVE	02/27/2003	P1585812	SYSTEM EST	02/24/2003	35743	1	1.0000	342.0000	1.01700
BILLED	ACTIVE	02/27/2003	P1585812	ACTUAL	02/17/2003	35401	1	1.0000	1,784.0000	1.01700
BILLED	ACTIVE	01/29/2003	P1585812	SYSTEM EST	01/24/2003	33617	1	1.0000	1,464.0000	1.01800
BILLED	ACTIVE	12/31/2002	P1585812	SYSTEM EST	12/27/2002	32153	1	1.0000	1,560.0000	1.01800
BILLED	ACTIVE	12/02/2002	P1585812	SYSTEM EST	11/25/2002	30593	1	1.0000	909.0000	1.01800
BILLED	ACTIVE	10/30/2002	P1585812	SYSTEM EST	10/24/2002	29684	1	1.0000	470.0000	1.01800

**Fiorella, Sam**

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**From:** McKendry, John  
**Sent:** Friday, June 23, 2006 3:56 PM  
**To:** Fiorella, Sam  
**Cc:** Cervantes, Emilia  
**Subject:** FW: Valencia Condo Assoc.; #2500017183287

Sam,

Here's our answer on this rebill for the customer. I'll drop some paperwork off on your chair to see what Emilia is talking about. We can talk further if needed.

John

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**From:** Cervantes, Emilia  
**Sent:** Friday, June 23, 2006 3:14 PM  
**To:** McKendry, John  
**Subject:** RE: Valencia Condo Assoc.; #2500017183287

Yes, that's correct.

Dennis did a cancel/re-bill on this account.

Account stopped billing after the 12/29/05 bill.

4/28/06 a bill was sent for only December's usage. And then the bill period from December to May 24, 2006 the account billed for the rest of the winter's usage with supplier charges of \$3,895.91.

**Emilia Cervantes**  
**Marketing and Revenue Assurance x04014**  
**22nd floor**

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**From:** McKendry, John  
**Sent:** Friday, June 23, 2006 2:47 PM  
**To:** Cervantes, Emilia  
**Subject:** FW: Valencia Condo Assoc.; #2500017183287  
**Importance:** High

Emilia,

What's owed seems to be charges tied to the SVT marketer. Can you look it over and let me know what you see is happening here? I don't have to get back to Sammy until Monday.

Thanks,  
John

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**From:** Fiorella, Sam  
**Sent:** Friday, June 23, 2006 11:50 AM  
**To:** McKendry, John